From: Roberts, Yvette
To: Christopher Genuardi
Subject: Re: Undeliverable: Fwd: Inv. EW1512105
Date: Thursday, February 28, 2019 3:03:13 PM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Oh good.

Thank you.

Regards,

Yvette Roberts
Customer Service Administrator
Industrial Business
VEOLIA NORTH AMERICA
tel +1 602 233-6891
fax +1 602 415 3030 / Toll Free 800/368-9095
5736 West Jefferson Street / Phoenix, AZ 85043

Yvette.Roberts@Veolia.com
www.veolianorthamerica.com

For prepaid recycling of fluorescent lamps, ballast, batteries and more, visit www.prepaidrecycling.com

For packaging instructions and guidance, click to Download Packaging Guidance
Receive Veolia's Environmental Buzz E-Newsletter, click to Subscribe

"Recycling..making our world a better place"

On Thu, Feb 28, 2019 at 3:01 PM Christopher Genuardi <cgenuardi@csu.org> wrote:

> Thanks, Yvette.
>
> I heard from Laura Hackbarth (she spelled my name incorrectly in her original email). I will submit this invoice to accounts payable soon.
>
> Have a good one!
>
> Chris
>
> ---
>
> **From:** Roberts, Yvette [mailto:yvette.roberts@veolia.com]
> **Sent:** Thursday, February 28, 2019 11:40 AM
> **To:** Christopher Genuardi <cgenuardi@csu.org>
> **Subject:** Fwd: Undeliverable: Fwd: Inv. EW1512105
>
> **[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]**
>
> Hi Chris.
>
> Accounting tried to send this invoice to you and it came back undeliverable.
>
> Hope this works.
>
> Regards,
>
> Yvette Roberts
>
> Customer Service Administrator
>
> *Industrial Business*
>
> *VEOLIA NORTH AMERICA*
>
> tel

+1 602 233-6891

fax

+1 602 415 3030 / Toll Free 800/368-9095

5736 West Jefferson Street / Phoenix, AZ 85043

Yvette. Roberts@Veolia.com
www.veolianorthamerica.com

For prepaid recycling of fluorescent lamps, ballast, batteries and more, visit www.prepaidrecycling.com

For packaging instructions and guidance, click to Download Packaging Guidance

Receive Veolia's Environmental Buzz E-Newsletter, click to Subscribe

"Recycling..making our world a better place"

---------- Forwarded message ---------
From: **Hackbarth, Laura** <laura.hackbarth@veolia.com>
Date: Thu, Feb 28, 2019 at 11:00 AM
Subject: Fwd: Undeliverable: Fwd: Inv. EW1512105
To: Yvette Roberts <yvette.roberts@veolia.com>

Yvette,

Just an FYI - cgenudardi@csu.org is not at Colorado Springs Utilities.

Laura

Please note - New phone number (262-243-8961 or VOIP 78961) beginning March 14th, 2019

Laura Hackbarth

Accounting Coordinator II, Electronics Division

Industrial Business
VEOLIA NORTH AMERICA

tel

+1 262 243 8919

VOIP 78919

1275 Mineral Springs Dr / Port Washington, WI 53074
laura.hackbarth@veolia.com

us.vna.erdaccounting.mailbox@veolia.com (NEW - Accounting E-Mail for CC & ACH Payments)

Click Here for additional eManifest Information from Veolia

For prepaid recycling of fluorescent lamps, ballast, batteries and more, visit **www.prepaidrecycling.com**

---------- Forwarded message ---------
From: <postmaster@csutilities.onmicrosoft.com>
Date: Thu, Feb 28, 2019 at 11:58 AM
Subject: Undeliverable: Fwd: Inv. EW1512105
To: <laura.hackbarth@veolia.com>

Your message to cgenudardi@csu.org couldn't be delivered.

cgenudardi wasn't found at csu.org.

laura.hackbarth	Office 365	cgenudardi
Action Required		Recipient
Unknown To address		

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook on the web, select this NDR, then select the link "**To send this message again, click here.**" Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click **Send**.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: Fix email delivery issues for error code 5.1.10 in Office 365, and then send the message again. Retype the entire recipient address before selecting **Send**.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

Was this helpful? Send feedback to Microsoft.

More Info for Email Admins

Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by Office 365 but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see Fix email delivery issues for error code 5.1.10 in Office 365.

Original Message Details

Created Date:	2/28/2019 5:58:01 PM
Sender Address:	laura.hackbarth@veolia.com
Recipient Address:	cgenudardi@csu.org
Subject:	Fwd: Inv. EW1512105

Error Details

Reported error: *550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient cgenudardi@csu.org not found by SMTP address lookup*

DSN generated by: BYAPR07MB6055.namprd07.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	2/28/2019 5:58:40 PM		mail-ua1-f44.google.com	SMTP	39 sec
2	2/28/2019 5:58:40 PM	mail-ua1-f44.google.com	DM3NAM03FT065.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA)	*
3	2/28/2019 5:58:40 PM	DM3NAM03FT065.eop-NAM03.prod.protection.outlook.com	BYAPR07CA0059.outlook.office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384)	*
4	2/28/2019 5:58:40 PM	BYAPR07CA0059.namprd07.prod.outlook.com	BYAPR07MB6055.namprd07.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	*

Original Message Headers


```
Received: from BYAPR07CA0059.namprd07.prod.outlook.com (2603:10b6:a03:60::36)
 by BYAPR07MB6055.namprd07.prod.outlook.com (2603:10b6:a03:139::12) with
 Microsoft SMTP Server (version=TLS1_2,
 cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.1643.15; Thu, 28 Feb
 2019 17:58:40 +0000
Received: from DM3NAM03FT065.eop-NAM03.prod.protection.outlook.com
 (2a01:111:f400:7e49::203) by BYAPR07CA0059.outlook.office365.com
 (2603:10b6:a03:60::36) with Microsoft SMTP Server (version=TLS1_2,
 cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384) id 15.20.1665.16 via Frontend
 Transport; Thu, 28 Feb 2019 17:58:40 +0000
Authentication-Results: spf=pass (sender IP is 209.85.222.44)
 smtp.mailfrom=veolia.com; csu.org; dkim=pass (signature was verified)
 header.d=veolia.com;csu.org; dmarc=pass action=none header.from=veolia.com;
Received-SPF: Pass (protection.outlook.com: domain of veolia.com designates
 209.85.222.44 as permitted sender) receiver=protection.outlook.com;
 client-ip=209.85.222.44; helo=mail-ua1-f44.google.com;
Received: from mail-ua1-f44.google.com (209.85.222.44) by
 DM3NAM03FT065.mail.protection.outlook.com (10.152.82.254) with Microsoft SMTP
 Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA) id
 15.20.1643.13 via Frontend Transport; Thu, 28 Feb 2019 17:58:40 +0000
Received: by mail-ua1-f44.google.com with SMTP id s15so19762895uap.6
        for <cgenudardi@csu.org>; Thu, 28 Feb 2019 09:58:40 -0800 (PST)
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
        d=veolia.com; s=google;
        h=mime-version:references:in-reply-to:from:date:message-id:subject:to
         :cc;
        bh=zEC5dYhQcITnSR5x+mRLDoa5Z/9nZtkyEvDACrkjLnk=;
        b=Br3GIMXtU8NpRYbRrHxeH+zu71/dMQQyrzNW5cVo6qbM3l9L+l3bb8d8Z+JwmB5nn7
         WDcAHrF8RhCPr6aq/suMqh0vmp606bVggDAyjnMoo5kZxgPAnGo2WY6s2IuW8alZau44
         CHYLf4aKPXCZqwfZIuwCN2bJWhLZar2OOy4N1Wt+8OihzhqSRLN+AlHOHA2HxgeMdscU
         7dLGlV9F4JzJGOTYXNT8gLgFhUWxeX+tKKRPUjEKbU6kzTmAKwHNdldIzPVnyhnmoAtQ
         og6W8Z2s0NmIxxzoJCt2mOmKDlVu5VjDRggzxhzrukNNcWVz1mVZ66USEbSU1DGJ077/
         VEUg==
X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
        d=1e100.net; s=20161025;
        h=x-gm-message-state:mime-version:references:in-reply-to:from:date
         :message-id:subject:to:cc;
        bh=zEC5dYhQcITnSR5x+mRLDoa5Z/9nZtkyEvDACrkjLnk=;
        b=TrSbDjZ0WhW1T+0bH5mBDUhiTY+yFyvSyyQjMThbuOhHNTQroED2wPE4zp7cjOtf3r
         J7STOCQR5eXRKTxJ3ialrFaqNTzB//Go9M0VdJOeUSYr4HYU6Cwx9wuvdj0i7gOBeOvU
         dEKu0HbQMRD4OfwtOEdQWAKRmUiJewaWwGSGRwhd7BmEcv/0hxC4vDDrIZG0Auvz/Yt3
         tTg0UCJ0lgPyiQOM7ZAYspwTFplqC5aa9mJzzhDWYbzlYxd8bHt8v82XdYrfE0HuocZq
         SfwLI8QiXvEYUBEC32Cmkkm7vcF7dK+8MAYzRrTU7tnk6T9d1vvKjykG8+aY4XGQ5UYh
```

q9Og==
X-Gm-Message-State: APjAAAX7dl9Vxd6RPGHjNNEEq1H0UzOHcpmayZ0hGsl657Ds4OphvArd
K6Rp4LjoImnqhWZHcbOP5+4hWv7uv5V/y9V1TBsVh0kdYJLZTw==
X-Google-Smtp-Source: APXvYqxwwWsg1T8M/S8p3xn6oFEriW54Awzw2e89YcYrVpNhGyuNZ2RTWkzR2anxABu6lK+1yJGN74nxjPDcziUXEXw=
X-Received: by 2002:a67:dc4:: with SMTP id 187mr264029vsn.183.1551376718194;
Thu, 28 Feb 2019 09:58:38 -0800 (PST)
MIME-Version: 1.0
References: <1551367651.385944.66108@ET0021B7E556B3.dm1.na.local>
In-Reply-To: <1551367651.385944.66108@ET0021B7E556B3.dm1.na.local>
From: "Hackbarth, Laura" <laura.hackbarth@veolia.com>
Date: Thu, 28 Feb 2019 11:58:01 -0600
Message-ID: <CANR+CPRkb5bFqy9RKp8PBBw8usEXRjRRd4A32xtKXu8m2kumGg@mail.gmail.com>
Subject: Fwd: Inv. EW1512105
To: ACCOUNTSPAYABLEMAIL@csu.org
CC: cgenudardi@csu.org
Content-Type: multipart/mixed; boundary="000000000000003403940582f80a93"
Return-Path: laura.hackbarth@veolia.com
X-EOPAttributedMessage: 0
X-EOPTenantAttributedMessage: 4ab4a7ce-079f-4346-b2b7-815f0d471eec:0
X-MS-Office365-Filtering-HT: Tenant
X-Forefront-Antispam-Report: CIP:209.85.222.44;IPV:NLI;CTRY:US;EFV:NLI;
X-MS-PublicTrafficType: Email
X-MS-Office365-Filtering-Correlation-Id: 8f229003-d55c-42b1-30fc-08d69da65f00
X-Microsoft-Antispam:
BCL:0;PCL:0;RULEID:(2390118)(7020095)(4652040)(5600127)(711020)(4605104)(4608103)(4709054)(49563074)(1401299)(8001031)(1421009)(1402095)(71702078);SRVR:BYAPR07MB6055;
X-MS-TrafficTypeDiagnostic: BYAPR07MB6055:
X-MS-Exchange-PUrlCount: 6

---------- Forwarded message ----------
From: "Hackbarth, Laura" <laura.hackbarth@veolia.com>
To: ACCOUNTSPAYABLEMAIL@csu.org
Cc: cgenudardi@csu.org
Bcc:
Date: Thu, 28 Feb 2019 11:58:01 -0600
Subject: Fwd: Inv. EW1512105

Invoice EW1512105 is attached for payment.

Please note - New phone number (262-243-8961 or VOIP 78961) beginning March 14th, 2019

Laura Hackbarth

Accounting Coordinator II, Electronics Division

Industrial Business
VEOLIA NORTH AMERICA

tel

+1 262 243 8919

VOIP 78919

1275 Mineral Springs Dr / Port Washington, WI 53074
laura.hackbarth@veolia.com

us.vna.erdaccounting.mailbox@veolia.com (NEW - Accounting E-Mail for CC & ACH Payments)

Click Here for additional eManifest Information from Veolia

For prepaid recycling of fluorescent lamps, ballast, batteries and more, visit **www.prepaidrecycling.com**

---------- Forwarded message ---------
From: <parkpwscan@veolia.com>
Date: Thu, Feb 28, 2019 at 11:42 AM
Subject: Inv. EW1512105
To: <laura.hackbarth@veolia.com>

CONFIDENTIALITY NOTICE - This email transmission, and any documents, files or previous email messages attached to it, may contain information that is legally privileged or otherwise confidential to include customer and business information. If you are not the intended recipient, or an authorized person for the intended recipient, you are hereby notified that any disclosure, copying or distribution of this information, or any action taken in reliance on the information contained within this email, is strictly prohibited. If you have received this email message in error, please notify the sender and then delete the message (and any attachments) from your computer and/or network. Thank you.